

REVISED QUALITY OF SERVICE STANDARDS FOR VERIZON

		<u>CURRENT</u>				<u>10% REDUCTION PROPOSAL</u>			
		<u>Surveillance Level</u>	<u>Action Level</u>	<u>Range</u>	<u>Points</u>	<u>Surveillance Level</u>	<u>Action Level</u>	<u>Range</u>	<u>Points</u>
<u>INSTALLATION ITEMS</u>									
1.	% of New Installation Orders Not Completed within 5 Working Days	12%	13.5%	Under 12% 12.0% - 13.49% 13.5% or >	2 1 0	10.8%	12.15%	Under 10.8% 10.8% – 12.14% 12.15% or >	2 1 0
2.	% of Installation Appointments Missed	2.0%	2.5%	Under 2.0% 2.0% – 2.49% 2.5% or >	2 1 0	1.8%	2.25%	Under 1.8% 1.8% – 2.24% 2.25 or >	2 1 0
<u>MAINTENANCE ITEMS</u>									
3.	% of Out of Service for Greater than 24 Hours	35%	38%	Under 35% 35% – 37.99% 38% or >	4 2 0	31.5%	34.2%	Under 31.5% 31.5% – 34.1% 34.2% or >	4 2 0
4.	% of Repeat Repair Reports received within 30 days of a cleared report	11%	14%	Under 11% 11.0% – 13.99% 14% or >	2 1 0	9.9%	12.6%	Under 9.9% 9.9% – 12.59% 12.6% or >	2 1 0
5.	% of Missed Repair Appointments	13%	16%	Under 13% 13.0%- 15.99% 16% or >	4 2 0	11.7%	14.4%	Under 11.7% 11.7% - 14.39% 14.4% or >	4 2 0
6.	Average Duration Time – Special Access 1.5 mbps Circuits	2.5 hours	4.50 hours	Under 2.5% 2.5% – 4.49% 4.50% or >	2 1 0	<i>Standard has been eliminated from the quality of service plan</i>			

7.	Repair Service Answer Time	14 sec.	17 sec.	Under 14.0 sec. 14.0 sec. – 16.99 sec. 17 sec. or >	4 2 0	The Surveillance and Action Levels for this standard has remained the same			4 2 0
8.	Directory Assistance Answer Time	4 sec.	5 sec.	Under 4.0 sec. 4.0 sec. – 4.99% 5.0% or >	2 1 0	The Surveillance and Action Levels for this standard has remained the same			2 1 0
	TOTAL POINTS FOR SQIs / MONTH				22 Points				20 Points
CUSTOMER TROUBLE REPORTS									
9.	Customer Trouble Reports per 100 Lines on an Individual Wire Center Basis (10 wire centers reviewed each month)	3.5%	4.5%	Under 4.0% 4.0%-4.49% 4.5% or >	2 1 0	3.15%	4.05%	Under 3.15% 3.15%-4.04% 4.05% or >	2 1 0
	TOTAL WIRE CENTER POINTS				20 Points				20 Points
	TOTAL POINTS PER MONTH				42 Points				40 Points
CUSTOMER SURVEY (Percent Satisfied)									
1.	Call Completion Average Answer Time								
2.	Residence Repair								

3.	Residence Service Center		<i>Standard has been eliminated from the quality of service plan</i>
4.	Residence Installation		
5.	Business Repair		
6.	Business Service Center		
7.	Business Installation		

DIVISION PROPOSAL

- (A) For each month when Verizon fails to achieve an overall point total of 28 out of a possible 40 points, the Verizon performance payment obligation will be 1/12th (or .0417%) of .5% of its total annual retail annual revenues for each failed month.
- (B) In addition, the proposed service plan will have a similar requirement to the previous Quality of Service Plan, in that, if Verizon receives 0 points in a least two (2) of three repair service standards (Percent of Out of Service Customers for Greater than 24 Hours, Percent of Repeat Repair Appointments and Repair Service Answer Time) for consecutive months, the Company's performance payment obligation will be 1/12th (or .0417%) of .5% of its total annual retail annual revenues.